

MISSOURI STATE REHABILITATION COUNCIL

# ANNUAL REPORT

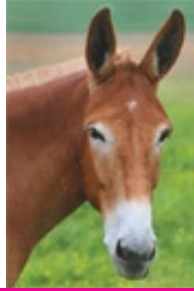
MISSOURI STATE TREE: DOGWOOD



# 2009



MISSOURI STATE FLOWER: HAWTHORN



MISSOURI STATE ANIMAL: MULE



MISSOURI STATE BIRD: BLUEBIRD

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# MISSION STATEMENT

*(Adopted Nov. 4, 1999)*



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

### Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

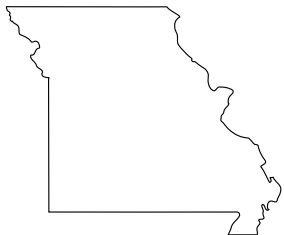
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109  
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

**Greg Wingert**  
Lohman  
Chairperson

**Mary Stodden**  
St. Charles  
Vice Chairperson

---

**Penny Adams**  
St. Joseph

**Karen Allan**  
Jefferson City

**Cecilia Callahan**  
Jefferson City

**Jason Curry**  
Independence

**Kim Davis**  
Jefferson City

**Barbara J. Gilpin**  
Jefferson City

**Judy Heard**  
St. Louis

**Manfred Leonhard**  
Columbia

**Gary Maddox**  
Springfield

**Terry Smith**  
Mexico

**James Terrill**  
Centralia

**Aimee Wehmeier**  
Columbia

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**C. Jeanne Loyd**  
Assistant Commissioner  
Ex Officio Member  
Jefferson City

December 31, 2009

The Honorable Jay Nixon  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Nixon:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the Council's annual report for fiscal year 2009. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have advised the division on innovative programming to reach the underserved populations in Missouri as well as exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make choices in obtaining meaningful employment. Employment is a key to independence.

Sincerely,

Greg Wingert  
Chairperson



# STATE REHABILITATION COUNCIL MEMBERS



**Greg Wingert**  
Lohman  
Chairperson



**C. Jeanne Loyd**  
Jefferson City  
Ex Officio Member  
MDVR's Assistant Commissioner



**Mary Stodden**  
St. Charles  
Vice Chairperson



**Penny Adams**  
St. Joseph



**Karen Allan**  
Jefferson City



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**Terry Smith**  
Mexico



**Jim Terrill**  
Centralia



**Aimee Wehmeier**  
Columbia

# COUNCIL'S PURPOSE

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The Council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, Council members represent the Statewide Independent Living Council; the Parent Training and Information Center; the Client Assistance Program; the Division of Vocational Rehabilitation; the Division of Special Education, the state agency responsible for the Individuals with Disabilities Education Act; the State Workforce Investment Board; community rehabilitation program service providers; disability advocacy groups; current or former applicants/recipients of vocational rehabilitation services; and business, industry and labor.

The Council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation (VR) regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

**DURING FY09**, the Council was actively involved with the division. Some of its accomplishments and activities were:

Provided recommendations to the division on policy revisions
Coordinated and participated in presentations and activities with other councils and agencies including the Missouri Commission for the Deaf and Hard of Hearing, the Client Assistance Program, the State Independent Living Council, the Department of Mental Health, the Parent Training and Information Program, the Technical Assistance and Continuing Education Program, the Hearing Loss Association, the Governor's Council on Disability and the Divisions of Workforce Development and Special Education
Attended and participated in division public hearings to provide input on the state plan
Assisted the division with evaluating consumer satisfaction feedback and provided recommendations
Participated in the Council of State Administrators of Vocational Rehabilitation national meeting in Washington, D.C.
Analyzed and provided recommendations to the division regarding the state plan's comprehensive statewide assessment of needs, goals, priorities, standards and performance indicators and the comprehensive system of personnel development
Assisted division staff in preparing the Council's 2009 annual report
Provided comments to the division regarding issues pertaining to waiting lists (Order of Selection)
Reviewed and provided input on feedback from seven statewide consumer focus groups held spring 2009
Participated in the Rehabilitation Services Administration's Section 107 Monitoring Review

# MISSION STATEMENT

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

We provide leadership and promote excellence. We:

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We:

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

**Chris L. Nicastro, Ph.D.**  
Commissioner of Education



**C. Jeanne Loyd**  
Assistant Commissioner  
Vocational Rehabilitation

## **Missouri Department of Elementary and Secondary Education**

*— Missouri public schools: the best results...the best choice! —*

December 31, 2009

The Honorable Jay Nixon  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Nixon:

The annual report presented to you from the Missouri State Rehabilitation Council for fiscal year 2009 provides information on the Missouri Division of Vocational Rehabilitation's employment program for individuals with disabilities.

Our division has operated under an Order of Selection since October 2003 due to the number of applicants requesting services, rising service costs and limited federal funding. The Rehabilitation Act requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

During FY09, the division helped 3,903 individuals reach successful employment outcomes and had a success rate of 61 percent for all individuals who received services and exited the program. The division also met all three primary standards of the Federal Performance Indicators and exceeded performance levels in three of four other indicators.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 6,700 students per year in 399 school districts. In FY09, we assisted over 600 students in reaching their employment goals.

Division grant dollars expended for purchased client services from community vendors are effective and help the local economies. In addition, the total annual increase in earnings from referral to closure for competitively employed clients is over \$40 million. The program's customer satisfaction survey results are consistently among the top in the nation.

In closing, I, along with the Council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in cursive script, reading "C. Jeanne Loyd", is positioned above the typed name.

C. Jeanne Loyd  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation



# HIGHLIGHTS

## of the Vocational Rehabilitation Program

Important items to note from FY09 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **3,903** consumers with disabilities achieved successful employment outcomes.
- ▶ **30,402** eligible consumers worked with VR counselors.
- ▶ **99%** of successfully employed consumers had significant disabilities.
- ▶ **570** consumers were successfully employed through supported employment services.
- ▶ **627** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **399** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$40,690,364** is the total annual increase in income, from referral to closure, for 3,509 competitively employed consumers.

# AGENCY OVERVIEW

Prepared on behalf of the SRC, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2009 (Oct. 1, 2008, to Sept. 30, 2009).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to VR and the number of consumers served.

During FY09, vocational rehabilitation counselors worked with more than 30,000 eligible people in various categories, with an average daily census greater than 21,000. In FY09, 3,903 consumers had successful outcomes out of a total of 6,398 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that 61 percent of consumers who received services with VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services.



Former VR consumer Phillip Smith (left) talks to Paul Altsheler (right), a job development and job coach with TouchPoint Autism Services (formerly Judevine). Altsheler helped Smith adjust to his new job at Target.

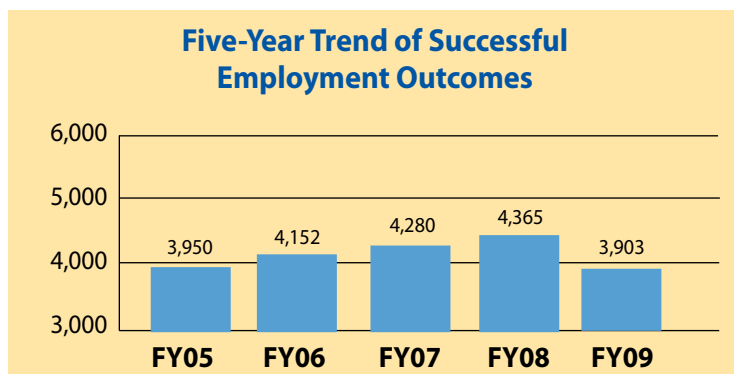


Figure 1

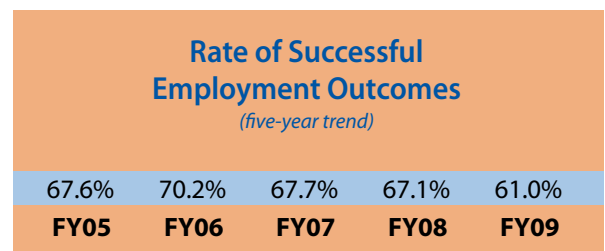


Figure 2



During the November SRC meeting, Wayne Gillam (*standing*), VR education consultant, and Kathy Kelly (*seated left*), VR assistant director of staff development, presented an overview of the results from the VR-sponsored focus groups.

## State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY09. VR receives state funds from General Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding. During FY09, the division received \$9.8 million in stimulus funds to provide additional services for individuals with disabilities, reduce the waiting list and invest in a new computerized case management system.

## Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2009, the division had received \$2,099,631.

## Consumer Satisfaction

Another priority for the division is consumer satisfaction with VR staff and services. The SRC is responsible for reviewing and analyzing consumer satisfaction. On behalf of the SRC, the division administers a consumer satisfaction survey (pages 23-26). The feedback is shared with division management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

## AGENCY OVERVIEW » from 11

The division sends postage-paid survey cards to a random sample of cases after an approved plan for employment is written and to closed cases (cases closed either before or after receiving services). To avoid influencing consumers' responses, the surveys are mailed from one central location by an individual other than a counselor or support staff.

To measure satisfaction at the time of service delivery, the division surveys consumers immediately after the initial plan period. In FY09, results for the 3,298 consumers surveyed were positive. Ninety-eight percent of the respondents felt that they were treated with respect, and 97 percent reported that VR was supportive and acted in their best interests.

The division also gathers information after consumers have left the VR program. During FY09, over 1,900 individuals were surveyed, a sample representative of all consumers who received services and exited the program. Of these individuals, 95 percent felt they were treated with respect, and 93 percent stated that information and services were readily available.

A pilot project is currently underway in the Columbia, Kansas City East, Kirksville, Springfield North and St. Louis Downtown VR offices. This project offers an additional avenue for consumer feedback. Comment cards are provided in the office reception areas for consumers to complete and either leave or mail in at a later date. The card is on the VR Web site as well. The pilot began October 2009, and results are not yet available.

The division expanded its efforts to obtain consumer satisfaction feedback. During spring 2009, it held seven statewide focus groups that were well attended. The SRC has reviewed and offered feedback on the findings. VR management and supervisory staff will use the information to produce services most beneficial to people with disabilities.

### Quality Assurance

In an effort to ensure that quality casework is performed consistently statewide, the division has created a Quality Assurance (QA) unit. The unit is composed of five VR staff who are experienced at working with VR consumers. The division tracks and trends QA results looking for common themes. Having a designated unit reviewing cases full time allows the division to provide timely feedback to VR staff, ensures that each district office is interpreting division guidelines in the same way, and assists in identifying areas where training or additional guidance may be needed to improve the services received by VR consumers.

### Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity and Assistive Technology. As a result, many recommendations, which can be found throughout this report, have been implemented to improve services for people with disabilities.



# INTERAGENCY COOPERATION

## Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act (WIA) of 1998 are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in “one-stop shops” known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills-development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with the Career Centers to provide program accessibility, physical access to services and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace. VR's assistant director of Workforce Development works with partner agencies to ensure that all federal regulations pertaining to Title IV of WIA are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.



**Yvonne Wright (standing), assistant director of Workforce Development and district supervisor of the St. Joseph VR office, spoke about Workforce Development activities at the August SRC meeting.**

## Department of Mental Health

VR and the Missouri Department of Mental Health's Division of Comprehensive Psychiatric Services (DMH-CPS) are working in collaboration to implement Evidence-Based Supported Employment (EBSE) practices throughout the state. Evidence-Based Practice (EBP) is a model that has proven effective in helping people with serious mental illnesses to reach their goals.

VR's and DMH-CPS' objective is to streamline the eligibility process to quickly move consumers toward competitive employment outcomes. Research demonstrates that utilizing EBSE practices offers the greatest long-term success.

Assisting VR and DMH-CPS is the Johnson & Johnson – Dartmouth Community Mental Health Program, which provides grant funding and technical assistance. Through the grant, a mental health planner was hired to train supported employment service providers and VR staff on effectuating the EBSE model throughout Missouri.

## Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) to provide direct services to people with disabilities.

## INTERAGENCY COOPERATION » from 13

The 2008-2010 State Plan for Independent Living (SPIL), developed by VR and SILC, details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey as opposed to the mailed surveys previously used. In 2008, the CILs telephoned a random sample of 2,983 consumers (both active and inactive) concerning satisfaction in areas such as Americans with Disabilities Act (ADA) training, personal assistance and independent living training. Survey results revealed that 100 percent of respondents were satisfied with ADA training. Ninety-eight percent of respondents were happy with personal assistance and referral services, and 98 percent were satisfied with independent living training.

During 2009, SILC was involved in a number of activities designed to address the independent living needs of people with disabilities. SILC held the Independent Living Summit from June 28-30 in Columbia. All 22 CILs participated in or attended the summit, which offered training to board members as well as staff. SILC held several overview meetings to gather input from the CILs and consumers on the implementation of the 2008-2010 SPIL. Two CILs hosted SILC meetings: SEMO Alliance for Disability Independence in May and Paraquad in August. Throughout the year, several regional trainings were held across the state on topics such as outreach, transition services and accessible housing.

## TRANSITION SERVICES

VR Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for moving into postsecondary education, integrated employment (which includes supported employment) or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning and providing transition services.

In striving to improve and expand the quality of transition services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs).

In addition, the division's Transition Team, composed of VR staff and personnel from other state and community agencies, provides support and technical assistance regarding transition-related activities and services for students with disabilities.

### FY09 Transition Services Facts:

- 627 eligible transition students reached successful employment outcomes.
- 63 percent of all eligible transition students who received VR services and exited the program achieved successful employment outcomes.
- 6,737 students worked with VR counselors prior to graduation.
- 399 of 449 K-12 school districts in the state operated Cooperative Work Experience Programs (COOP).



(Left to right): Dorothy Parks, assistant director of VR Transition Services; Mary Kay Savage, executive director of MPACT and former SRC member; and Gabe Savage, Mary Kay's son, attended the MPACT-sponsored "Tools for Life" Transition Summit in September in Jefferson City. The summit provided training in transition services for parents, youths and professionals.

# INTEGRATED COMMUNITY REHABILITATION PROGRAMS

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes.

CRPs are nonprofit organizations that are accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with disabilities comprehensive vocational evaluations, employee development, employment skills training, employment services and employment transition services.

While the division funds a multitude of services for more than 7,800 consumers in CRPs, it does not own or operate any of the programs. Access to community-based services for consumers in all areas of the state continues to be a division priority. As a result, all CRPs emphasize community integration.

The division has appointed a team composed of VR managers, supervisors, counselors and CRP staff to meet several times per year to develop strategies for improving community-based services for people with disabilities. This group of professionals has primarily been working on a new vocational profile design for services that emphasizes quality employment outcomes.

## SUPPORTED EMPLOYMENT SERVICES

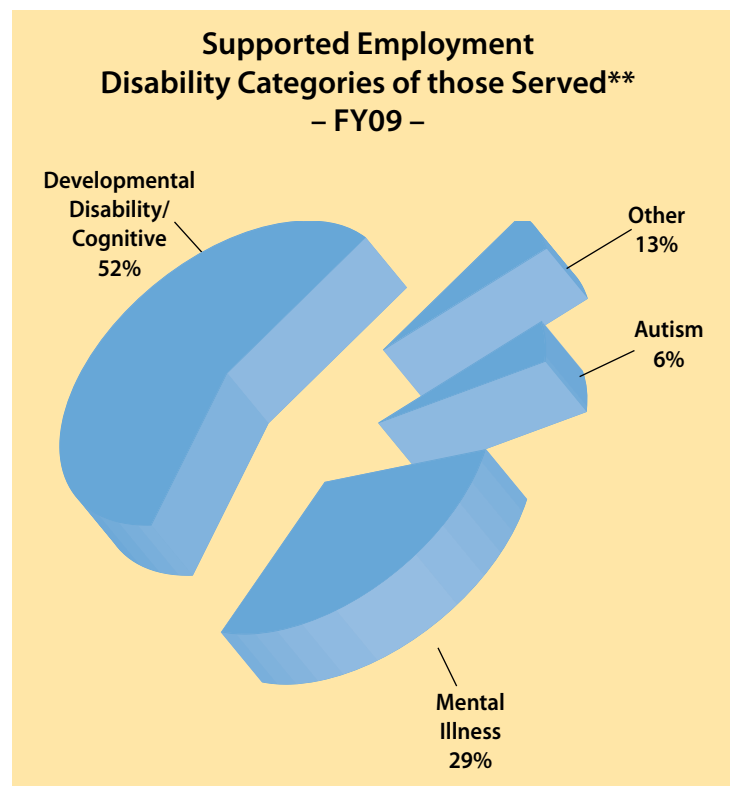
The division provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 3-5 (pages 15-16). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY09, 65 percent of consumers who received SE services and exited the program were successfully employed.

In FY09, VR worked with 83 Supported Employment Service Providers (SESPs) serving all counties in Missouri. This expanded coverage means more choices for consumers.

### Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 6 (page 16) shows the average costs of services, hourly wages and other statistics for supported employment.

Figure 3



## Supported Employment Ethnicity and Gender of those Served\*\* – FY09 –

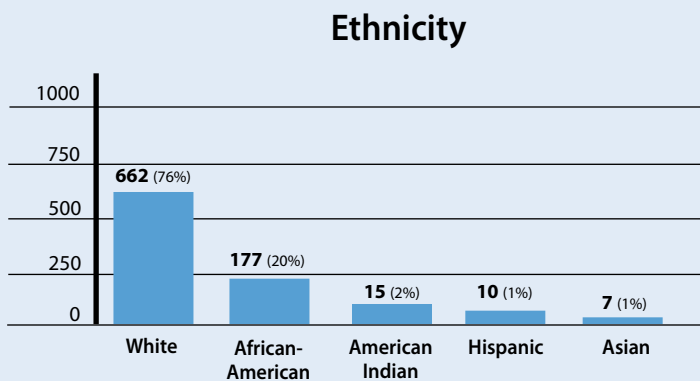


Figure 4

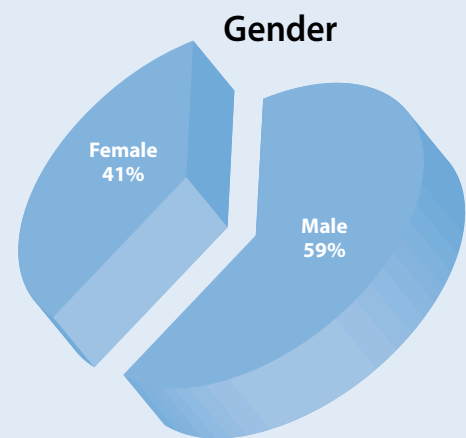


Figure 5

## Other Supported Employment Statistics – FY09 –

Average cost of job coaching services per consumer .....	\$2,763**
Average cost of assessment services per consumer .....	\$1,309**
Average cost of job development services per consumer .....	\$1,207**
Average hourly wage per consumer .....	\$8.52
Average hours per week worked per consumer .....	25
Success rate .....	65%**
Successful closures .....	570
Unsuccessful closures after services rendered .....	301

Figure 6

**\*\*Numbers are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.**



# ASSISTIVE TECHNOLOGY

In FY09, the division provided a variety of assistive technology services, devices and equipment to 802 individuals, who received services and exited the program, for a total cost of \$2,530,047.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of devices include prosthetic and orthotic equipment, hearing aids, wheelchairs, and other powered mobility equipment. Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

VR has identified assistive technology as a priority for the division. Goal 2 of VR's state plan is to "increase utilization of assistive technology services with consumers."

As part of the effort to meet this goal, VR has appointed an assistive technology team to help consumers meet their assistive technology needs. The team will focus on best case practices, ongoing training, vehicle modification guidelines, drivers' training and customer fees for assistive devices. Also, a VR staff member represents the division on the Missouri Assistive Technology (MoAT) Advisory Council.

In April, MoAT sponsored the statewide Power Up 2009 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff and other professionals in the rehabilitation field. The division was an exhibitor, and 20 of its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.



Ray Drake (*standing*), assistant director of Rural Services and district supervisor of the Nevada VR office, spoke at the August SRC meeting about VR's role with the Missouri AgrAbility Project. The project helps people with disabilities who are employed in agriculture utilize services such as assistive technology to maintain their livelihoods.

# UNDERSERVED POPULATIONS WORKPLACE DIVERSITY

Improving services for underserved populations and workplace diversity are two significant priorities for the division and the Council. Figure 7 (page 19) reflects the closure percentages by race for FY08 and FY09. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful. The division remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

## Cultural Diversity and Underserved Populations

During FY09, the division provided joint training sessions with community rehabilitation programs on a variety of cultural diversity topics such as workplace diversity, serving diverse clientele, and Hispanic diversity and communication.

VR conducted a comprehensive assessment of needs that revealed individuals with autism and autism spectrum disorders are underserved, as well as individuals with disabilities from Hispanic communities. The assessment indicated that VR services are not reaching many individuals in the Hispanic population, while multiple Missouri counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division continues to utilize the following strategies to address this area of need:

- The division uses an in-service training grant from the Rehabilitation Services Administration that is earmarked for staff development and outreach activities to better serve people from Hispanic and underserved communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Jefferson City and Kansas City Downtown VR offices.
- Some of the techs' community outreach activities include working with local community action offices, visiting English as a Second Language classes and making contact with surrounding health departments.
- The division employs a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs and establish outreach strategies for consumers from diverse cultures.
- Division counselors in southeast Missouri work with leaders of underserved communities to encourage more referrals to VR services.
- The division's advisory committee, composed of CRP staff, the diversity consultant and other VR district office staff, meets throughout the year to develop strategies for serving individuals from diverse cultures.
- VR staff attended trainings on autism and autism spectrum disorders during 2009.



In 2009, Lynette Dziadosz (right), bilingual rehab technician and VR counselor, worked with VR consumer Josefina Gomez-Diaz (left). Gomez-Diaz said that she is "excited about going back to work, making changes and doing better."

<b>Closure Percentages by Ethnicity*</b> (comparison of FY08 and FY09 consumers)						
Status	White		African-American		Other	
Successful employment outcomes	81%	81%	16%	16%	3%	3%
Closed unsuccessful after services	74%	76%	22%	21%	4%	3%
Closed after eligibility before services	74%	74%	22%	22%	4%	4%
	FY08	FY09	FY08	FY09	FY08	FY09

\*Percentages reflect the total number of consumers in each status.

Figure 7

## Diversity in the Workplace

The division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 8 shows the specific categories of division employees as of Sept. 30, 2009.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division's and Missouri Career Source's Web pages and are sent to the Centers for Independent Living. Vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various historically black colleges and universities, such as Lincoln University in Jefferson City, Mo.; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Jackson State University in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job-vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 21 percent of the counselor positions are held by individuals with disabilities.

In addition to the division's recruitment efforts, all staff participate in cultural diversity training that is provided during New Employee Orientation and is also held throughout the year with the CRPs/SESPs. This past year, joint trainings were held in Jefferson City, Kansas City and St. Louis. This ongoing training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of the division's professional-development activities.

Employee Diversity FY09	
<b>Employees with Disabilities</b>	
Counselors .....	21%
District and assistant supervisors .....	14%
Administrators .....	9%
Total professional staff .....	18%
Support staff .....	10%
<b>Minority Employees</b>	
Counselors .....	10%
African-American .....	8%
Other .....	2%
District and assistant supervisors .....	17%
Administrators .....	6%
African-American .....	6%
Total professional staff .....	11%
Support staff .....	18%
African-American .....	13%
Other .....	5%

Figure 8



# SUCCESS STORIES

## BARRY ELBASANI

BY LISA SONE, QUALITY MANAGER, JEFFERSON CITY VR CENTRAL OFFICE

*Barry Elbasani doesn't want a story written only about him. He would much rather acknowledge the people from Vocational Rehabilitation (VR) who have helped him over the years.*

"I would like for this story to be more about AnnMarie, and Jay and John, and some of those people from earlier on, and the support that they gave me and continue to give me through VR," he said.

In July 2002 while living in Kansas City, Elbasani was in a shallow-water diving accident that caused a severe spinal cord injury. As a result, both of his arms and legs were paralyzed. Ten days after the accident, Elbasani left for Craig Hospital in Colorado. Recognized as one of the top rehabilitation centers in the world, Craig specializes in rehabilitation and research for patients with spinal cord and traumatic brain injuries.

Elbasani spent three months at Craig. He enjoyed visiting other patients' rooms and helping them make the adjustment, even though it was early in his own recovery process. "I had a good attitude right away," Elbasani said. He knew he would still be able to do things, but not to what extent. It would be like starting all over. "It takes a lot just to get back to life, let alone all the other things you want to achieve," he said.

After coming home, Elbasani began physical and occupational therapy at the Rehabilitation Institute. His story with VR began when he applied for services. AnnMarie Fleming of the Kansas City East VR office was assigned as his counselor. Jay Robertson, district supervisor, helped secure financial assistance for van conversions that Elbasani needed to be independent. VR also purchased a laptop and helped pay for books so that Elbasani could attend school.

Not only would VR provide much-needed support for Elbasani to further his education, it also led him toward the career he would select for himself. John Jamison, a VR counselor at the time, told Elbasani about a program with the National Rehabilitation Institute at Drake University. Drake would award scholarships to students interested in a rehabilitation



Barry Elbasani, former VR consumer, works as a VR counselor I in the Kansas City Transition office.

career. In exchange, recipients promised to work in the rehabilitation field for a certain amount of time.

Elbasani was accepted into the program and obtained his master's degree in rehabilitation administration. He completed his program internship with VR, which led to full-time employment with the division in January 2009.

He thinks it's a great story – someone VR helped through the rehabilitation and employment process is now working for them.

"As I look at my life, VR didn't pay for my college, but I found out about my college through VR," he said. "VR helped to pay for my van conversions, so every day that I get into my van, that is because of VR. I'm working for VR. It just goes on and on and on. VR has touched my life in so many different ways."

Elbasani draws on his experiences as a former consumer to help the people in his current caseload. He uses the guidance, counseling and patience that Fleming offered to him as inspiration.

"She had a real good feel for where I was going to go," he said. "So I try to emulate that as a counselor. I try to take each individual consumer and look at their situation. Each one is different."

Elbasani works in Transition Services, which helps high school students with disabilities to make the change →



from school to employment, higher education or specialized training. He travels to different high schools to work directly with students and counselors.

"It's incredible to (actually be in) the high schools," he said. "It's a fast-paced environment."

Stephanie Monahan, a VR administrative assistant I/ rehabilitation technician, helps Elbasani in the office as well as in the field. She takes notes and dictation

for him and handles all of the necessary paperwork.

Elbasani sees himself staying in the rehabilitation field long-term.

"I work well with people," he said. "I like helping people...Living a good portion of your life able-bodied and then being disabled, you know what it's like both ways. Maybe in some ways, I'm a little more sensitive to the disabled."

## READY, WILLING AND ABLE

*BY KARRI WILSON, DISTRICT SUPERVISOR, SEDALIA VR OFFICE; AND LISA SONE, QUALITY MANAGER, JEFFERSON CITY VR CENTRAL OFFICE*

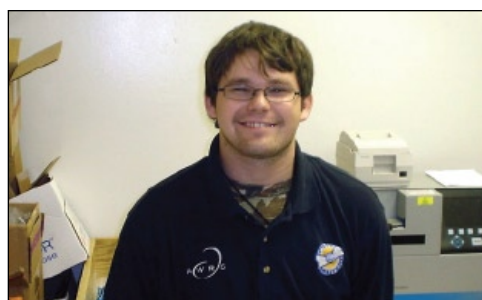
*While it's gratifying for VR each time a consumer is placed in employment, imagine the sense of accomplishment and excitement when three consumers achieve success at the same time.*

In February 2009, VR was approached by an Indiana company interested in hiring people with disabilities from the Sedalia area. Karri Wilson, district supervisor of the Sedalia VR office, began working with Jeff Harris of Anthony Wayne Services, which had just secured a government contract to provide staffing for the post office at Whiteman Air Force Base near Sedalia.

The company wanted to staff some of the positions with individuals who qualified as disabled workers, and it wanted to begin interviewing within two days. The Sedalia VR office contacted its community rehabilitation provider (CRP) partners for assistance in identifying prospective consumers for interviews.



Donald Morris (left) prepares the mail for x-raying while Andrew Hutfles (right) uses the post office's postage machine.



Andrew Meyer, former VR consumer, works at the Whiteman Air Force Base Post Office.

Three of the seven candidates interviewed were offered full-time positions; by May, all three had started at Whiteman. CRP staff from the Rehabilitation Institute and the Children's Therapy Center continued to provide job coaching; the coaches were able to modify the consumers' job duties to ensure long-term success.

In October, Wilson and the three consumers' VR counselors – Linda Mayes, Keri Edwards and Chris Clause – visited the employees in action at the base. The counselors had the opportunity to observe them receiving, sorting and x-raying the mail.

Andrew Hutfles of Odessa, Donald Morris of Sedalia and Andrew Meyer of Warrensburg have continued to master their positions. Morris explained to the group how he x-rays the mail for suspicious items and that he rarely needs help in identifying questionable materials.

Mayes was happy with the successful outcome that Hutfles (her consumer) has reached. "Andrew loves his job," she said. "It's a great fit."

Meyer was a Transition Services consumer with VR. While in high school, he worked with Clause to find the best employment path after graduation. They found their solution at Whiteman; Meyer went to work in the same month that he completed high school.

In a situation like this, everyone wins. Anthony Wayne Services fills its government contract, Whiteman gets three qualified workers, VR and its partners help their consumers achieve success, and three individuals secure meaningful and rewarding employment.



MISSOURI STATE CAPITOL: JEFFERSON CITY



MISSOURI STATE SEAL



MISSOURI STATE MUSEUM: JEFFERSON CITY

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# CONSUMER SATISFACTION

The SRC's Program Evaluation Committee continues to survey and monitor consumer satisfaction. Postage-paid survey cards are mailed to a random sample of cases after an approved plan for employment is written to obtain consumer feedback at the time of service delivery. Cards are also mailed to a random sample of closed cases (cases closed either before or after receiving services) to gather information after consumers exit the program.

Survey results were positive during FY09. The division surveyed 3,298 consumers with approved written plans for employment with a response rate of 36 percent. The results are listed on page 24. Separate survey results for consumers who received services can be found on page 25. Thirty-three percent of the 1,967 surveyed consumers responded. Results are also available on page 26 for the 2,768 surveyed consumers who left the program before receiving services. Their response rate was 23 percent.

A sample of consumer comments taken from completed survey cards can be found below.

## FY09 CONSUMER COMMENTS

// My VR counselor has made a 100-percent impact on my life and helped me turn it completely around. A miracle.

I have received more help than I ever imagined I would.  
I greatly appreciate it.

Each and every person treated me with respect.

I have been very happy with VR and appreciate all that they have done for me!

VR has always been our lifesaver!

VR has been very kind and helpful. I couldn't ask for any better assistance or service. //

## Survey Results for Consumers With An Approved Written Plan for Employment

(specific group responses to survey cards distributed during FY09)

	Total responses received	Treated me with respect		Helped understand disability		Information readily available		Supportive & acted in best interest		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	1202	98%	2%	95%	5%	96%	4%	97%	3%	96%	4%	94%	6%
Persons with significant disabilities (Categories I and II)	1202	98%	2%	95%	5%	96%	4%	97%	3%	96%	4%	94%	6%
African-Americans	180	97%	3%	97%	3%	97%	3%	97%	3%	96%	4%	93%	7%
Males	641	98%	2%	95%	5%	96%	4%	96%	4%	96%	4%	93%	7%
Females	561	98%	2%	95%	5%	95%	5%	97%	3%	96%	4%	95%	5%
Supported employment consumers	148	97%	3%	95%	5%	93%	7%	94%	6%	94%	6%	93%	7%
Persons with mental retardation	120	98%	2%	95%	5%	97%	3%	97%	3%	97%	3%	96%	4%
Persons with mental illness	207	95%	5%	90%	10%	93%	7%	94%	6%	93%	7%	92%	8%
Persons with deafness/hard of hearing	217	100%	0%	98%	2%	99%	1%	100%	0%	100%	0%	97%	3%
Persons with traumatic brain injury	21	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	92%	8%
Persons with alcohol/drug dependency	28	100%	0%	100%	0%	96%	4%	96%	4%	100%	0%	95%	5%
Persons with specific learning disabilities	58	98%	2%	92%	8%	94%	6%	96%	4%	96%	4%	94%	6%
Persons with orthopedic impairments	22	99%	1%	94%	6%	95%	5%	92%	8%	96%	4%	94%	6%

\*\*Individuals who responded "NA" are not included in the percentages shown.



## Survey Results for Consumers Who Received Services

(specific group responses to survey cards distributed during FY09)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	641	95%	5%	93%	7%	87%	13%	92%	8%	80%	20%	86%	14%	92%	8%	85%	15%
Persons with significant disabilities* (Categories I and II)	637	95%	5%	93%	7%	87%	13%	92%	8%	80%	20%	86%	14%	91%	9%	85%	15%
Successful employment outcomes	461	97%	3%	94%	6%	91%	9%	94%	6%	86%	14%	90%	10%	94%	6%	89%	11%
Unsuccessful closures after services	180	88%	12%	86%	14%	74%	26%	83%	17%	54%	46%	67%	33%	81%	19%	74%	26%
African-Americans*	111	88%	12%	88%	12%	83%	17%	87%	13%	77%	23%	80%	20%	89%	11%	80%	20%
Males*	317	95%	5%	93%	7%	89%	11%	91%	9%	80%	20%	85%	15%	90%	10%	85%	15%
Females*	324	95%	5%	92%	8%	86%	14%	92%	8%	80%	20%	87%	13%	93%	7%	86%	14%
Supported employment consumers*	121	95%	5%	94%	6%	90%	10%	92%	8%	88%	12%	89%	11%	91%	9%	88%	12%
Persons with mental retardation*	76	96%	4%	94%	6%	94%	6%	89%	11%	90%	10%	94%	6%	92%	8%	84%	16%
Persons with mental illness*	111	94%	6%	90%	10%	83%	17%	89%	11%	79%	21%	80%	20%	92%	8%	87%	13%
Persons with deafness/hard of hearing*	96	99%	1%	99%	1%	95%	5%	98%	2%	92%	8%	95%	5%	98%	2%	92%	8%
Persons with traumatic brain injury*	18	100%	0%	94%	6%	81%	19%	87%	13%	86%	14%	81%	19%	88%	12%	88%	12%
Persons with alcohol/drug dependency*	6	100%	0%	80%	20%	80%	20%	80%	20%	60%	40%	80%	20%	100%	0%	100%	0%
Persons with specific learning disabilities*	31	93%	7%	93%	7%	87%	13%	93%	7%	80%	20%	93%	7%	93%	7%	86%	14%
Persons with orthopedic impairments*	20	95%	5%	92%	8%	89%	11%	87%	13%	73%	27%	85%	15%	91%	9%	86%	14%

\*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

\*\*Individuals who responded "NA" are not included in the percentages shown.

## Survey Results for Consumers Who Left the VR Program Before Services

(specific group responses to survey cards distributed during FY09)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	626	89%	11%	78%	22%	72%	28%	76%	24%	74%	26%	72%	28%
Persons with significant disabilities* (Categories I and II)	612	89%	11%	78%	22%	72%	28%	75%	25%	74%	26%	73%	27%
African-Americans*	142	93%	7%	81%	19%	76%	24%	73%	27%	81%	19%	80%	20%
Males*	355	87%	13%	74%	26%	70%	30%	72%	28%	70%	30%	71%	29%
Females*	271	91%	9%	82%	18%	75%	25%	79%	21%	78%	22%	73%	27%
Persons with mental retardation*	85	90%	10%	76%	24%	73%	27%	77%	23%	78%	22%	78%	22%
Persons with mental illness*	170	84%	16%	71%	29%	64%	36%	65%	35%	65%	35%	59%	41%
Persons with deafness/hard of hearing*	14	75%	25%	75%	25%	75%	25%	63%	37%	63%	37%	60%	40%
Persons with traumatic brain injury*	23	89%	11%	72%	28%	47%	53%	76%	24%	82%	18%	83%	17%
Persons with alcohol/drug dependency*	26	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	31	100%	0%	92%	8%	83%	17%	100%	0%	83%	17%	67%	33%
Persons with orthopedic impairments*	8	89%	11%	76%	24%	77%	23%	76%	24%	70%	30%	100%	0%

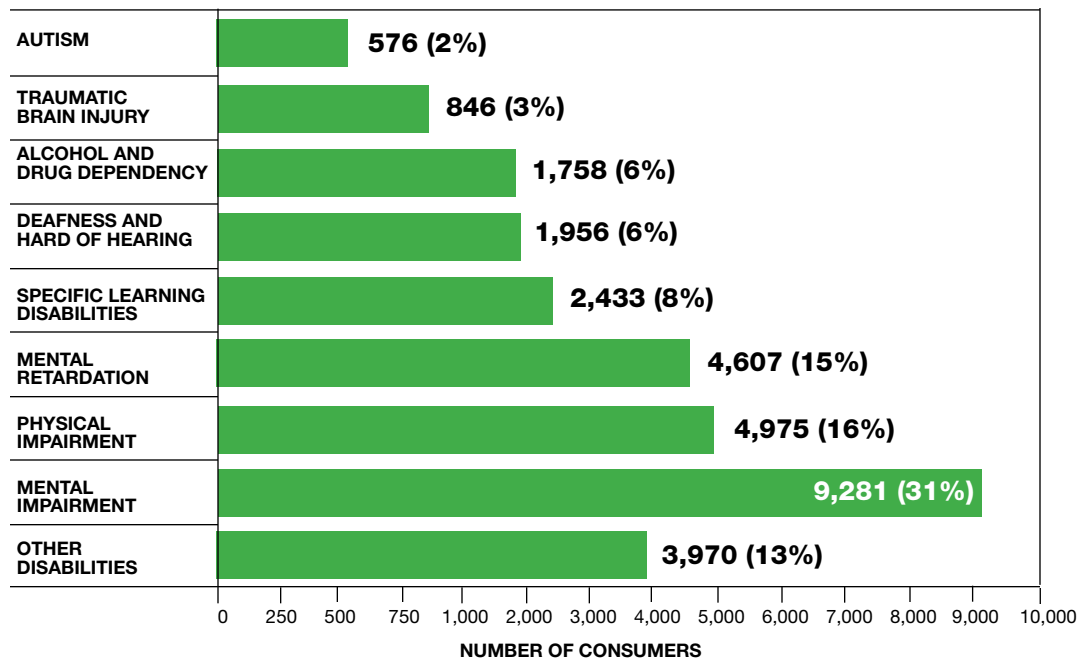
\*Total responses of eligible consumers who have left the program before receiving services.

\*\*Individuals who responded "NA" are not included in the percentages shown.

# Disability Categories OF THE 30,402 ELIGIBLE CONSUMERS

## Fiscal Year 2009

TYPES OF DISABILITY

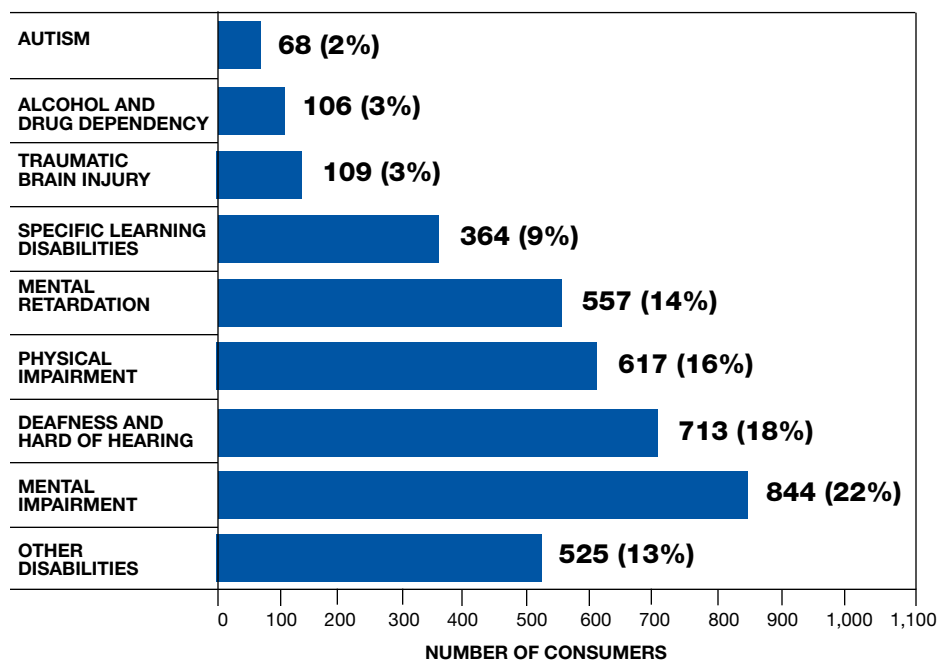


# Disability Categories

**OF THE 3,903 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES**

## Fiscal Year 2009

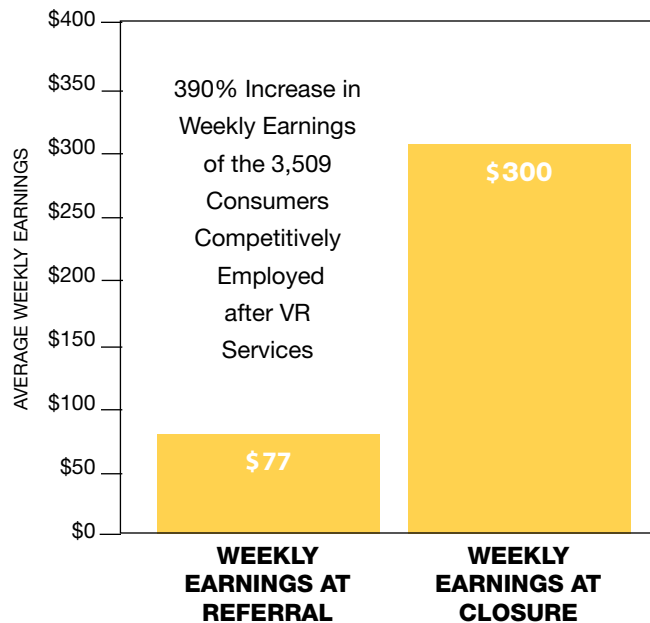
TYPES OF DISABILITY



# Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2009



With an increase in average weekly earnings of \$223 for the 3,509 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$40,690,364.

## Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2009

GENDER	Number	Percentage
Male	2,092	54%
Female	1,811	46%
<b>Total</b>	<b>3,903</b>	<b>100%</b>

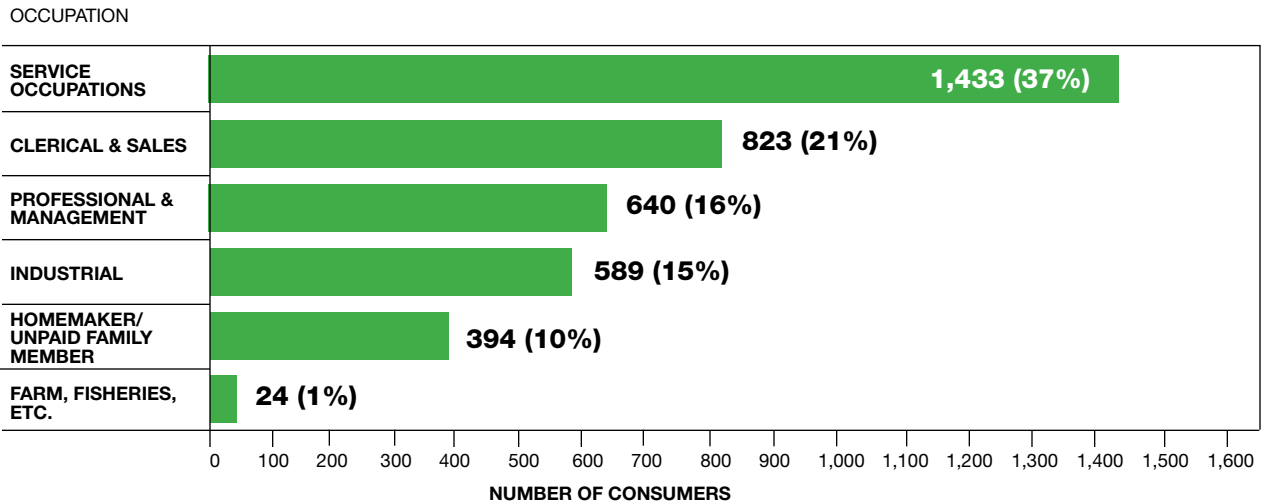
ETHNICITY	Number	Percentage
White	3,174	81%
African-American	600	15%
Hispanic	55	2%
American Indian	47	1%
Asian	20	<1%
Pacific Islander	7	<1%
<b>Total</b>	<b>3,903</b>	<b>100%</b>

AGE	Number	Percentage
Less than 20 years	478	12%
20 through 34	1,289	33%
35 through 44	644	17%
45 through 64	1,191	31%
65 and over	301	7%
<b>Total</b>	<b>3,903</b>	<b>100%</b>



# Occupations OF 3,903 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

## Fiscal Year 2009



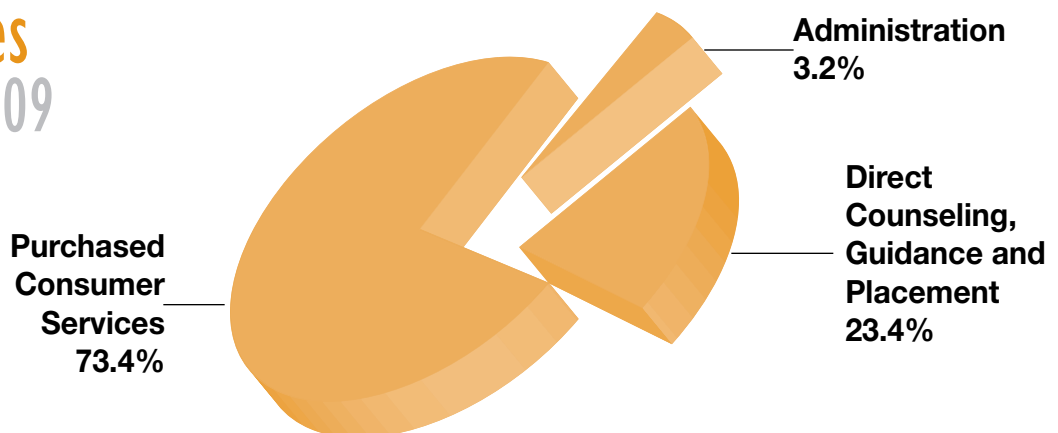
# Standards AND PERFORMANCE INDICATORS REPORT

## Fiscal Year 2009

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ previous year	-462
1.2 Percent of Employment Outcomes	55.8%	61%
1.3 Competitive Employment Outcomes	72.6%	89.9%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	99.5%
1.5 Ratio of Exit Wage to State Average Pay	.52	.54
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	58.7%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.85

# Expenditures

## Fiscal Year 2009



# VOCATIONAL REHABILITATION OFFICES

**Cape Girardeau VR**

3102 Blattner Drive, Suite 103 (63703-6326)  
P.O. Box 1087  
Cape Girardeau, MO 63702-1087  
Phone: (573) 290-5788  
Fax: (573) 290-5921  
Toll free: (877) 702-9883  
TTY: (573) 290-5385  
Ron Parker, Supervisor

**Central Office VR**

3024 Dupont Circle  
Jefferson City, MO 65109-6188  
Phone: (573) 751-3251  
Fax: (573) 751-1441  
Toll free: (877) 222-8963  
TTY: (573) 751-0881  
C. Jeanne Loyd, Assistant Commissioner

**Chillicothe VR**

603 W. Mohawk Road  
Chillicothe, MO 64601-3919  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Toll free: (866) 572-4049  
Robert Zirfas, Supervisor

**Columbia VR**

1500 Vandiver Drive, Suite 111  
Columbia, MO 65202-3932  
Phone: (573) 882-9110  
Fax: (573) 884-5250  
Toll free: (877) 222-8961  
TTY: (573) 882-9117  
Duane Shumate, Supervisor

**Farmington VR**

901 Progress Drive (63640-9102)  
P.O. Box 230  
Farmington, MO 63640-0230  
Phone: (573) 218-6100  
Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Jesse Sitzes, Supervisor

**Hannibal VR**

112 Jaycee Drive  
Hannibal, MO 63401-3673  
Phone: (573) 248-2410  
Fax: (573) 248-2409  
Toll free: (877) 222-8960  
Jo Moncrief, Supervisor

**Jefferson City VR**

1500A Southridge Drive  
Jefferson City, MO 65109-2073  
Phone: (573) 751-2343  
Fax: (573) 526-4474  
Toll free: (866) 661-9106  
Neil Harms, Supervisor

**Joplin VR**

801 E. 15th Street  
Joplin, MO 64804-0804  
Phone: (417) 629-3067  
Fax: (417) 629-3148  
Toll free: (877) 222-8964  
Karla Bunch, Supervisor

**Kansas City Downtown VR**

615 E. 13th Street, Room G-3  
Kansas City, MO 64106-2829  
Phone: (816) 889-2581  
Fax: (816) 889-2586  
Teresa King, Supervisor

**Kansas City East VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
Phone: (816) 622-0600  
Fax: (816) 622-0610  
Jay Robertson, Supervisor

**Kansas City North VR**

310 N.W. Englewood Road,  
Suite 300  
Gladstone, MO 64118-4025  
Phone: (816) 467-7900  
Fax: (816) 467-7924  
Toll free: (877) 270-0198  
TTY: (877) 270-0201  
James Ankrom, Supervisor

**Kansas City Transition VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
Phone: (816) 622-0611  
Fax: (816) 622-0618  
Tamara Marshall, Supervisor

**Kirksville VR**

1612 N. Osteopathy, Suite B  
Kirksville, MO 63501-2579  
Phone: (660) 785-2550  
Fax: (660) 785-2552  
Toll free: (877) 222-8962  
James Higgins, Supervisor

**Nevada VR**

621 E. Highland, Suite 2  
Nevada, MO 64772-1088  
Phone: (417) 448-1332  
Fax: (417) 448-1351  
Toll free: (800) 598-3471  
Raymond Drake, Supervisor

**Rolla VR**

1101 W. Kingshighway (65402-0550)  
P.O. Box 550  
Rolla, MO 65401-0550  
Phone: (573) 368-2266  
Fax: (573) 368-2382  
Toll free: (800) 890-2867  
Clarissa White, Supervisor

**Sedalia VR**

2115 W. Broadway  
Sedalia, MO 65301-2506  
Phone: (660) 530-5560  
Fax: (660) 530-5567  
Toll free: (800) 924-0419  
Karen Wilson, Supervisor

**Springfield North VR**

613 E. Kearney  
Springfield, MO 65803-3425  
Phone: (417) 895-5863

Fax: (417) 895-5869  
Toll free: (877) 222-8965  
TTY: (417) 895-7934  
Anita Michel, Supervisor

**Springfield South VR**

1735 W. Catalpa, Suite C  
Springfield, MO 65807-1243  
Phone: (417) 895-5720  
Fax: (417) 895-5725  
Toll free: (877) 222-8967  
Kim Conrad, Supervisor

**St. Charles VR**

3737 Harry S. Truman Blvd., Suite 400  
St. Charles, MO 63301-4096  
Phone: (636) 940-3300  
Fax: (636) 940-3313  
Janis Miller, Supervisor

**St. Joseph VR**

State Office Building  
525 Jules, Room 201  
St. Joseph, MO 64501-1900  
Phone: (816) 387-2280  
Fax: (816) 387-2089  
Toll free: (877) 702-9876  
Yvonne Wright, Supervisor

**St. Louis Downtown VR**

220 S. Jefferson, Suite 110  
St. Louis, MO 63103-2536  
Phone: (314) 877-2940  
Fax: (314) 877-2959  
Jeather Smith, Supervisor

**St. Louis North VR**

4040 Seven Hills Road, Suite 257  
Florissant, MO 63033-6767  
Phone: (314) 877-3200  
Fax: (314) 877-3201  
Sam Townsend, Supervisor

**St. Louis South VR**

3248 Laclede Station Road  
St. Louis, MO 63143-3709  
Phone: (314) 877-1900  
Fax: (314) 877-1920  
Toll free: (877) 222-8968  
TTY: (314) 877-1942  
Toby Eckert, Supervisor

**St. Louis West/Transition VR**

9900 Page Avenue, Suite 104 (63132-1438)  
P.O. Box 12422  
St. Louis, MO 63132-0122  
Phone: (314) 877-1500  
Fax: (314) 877-1530  
TTY: (314) 877-1524  
Karen Klenke, Supervisor

**West Plains VR**

3417 Division Drive, Suite 2  
West Plains, MO 65775-5900  
Phone: (417) 256-8294  
Fax: (417) 256-8479  
Toll free: (877) 222-8959  
Gwen Jackson, Supervisor



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